Service Manual

HP Designjet 4500/4520 Printer series

invent

For HP Internal Use Only

©Copyright Hewlett-Packard Company 2009

This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated to another language without the prior written consent of Hewlett-Packard Company.

5th Edition, March 2009

Warranty

The information contained in this document is subject to change without notice.

Hewlett-Packard makes no warranty of any kind with regard to this material, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

Hewlett-Packard shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this material.

WARNING

The procedures described in this manual are to be performed by HP-qualified service personnel only.

Electrical Shock Hazard

Serious shock hazard leading to death or injury may result if you do not take the following precautions:

- Ensure that the ac power outlet (mains) has a protective earth (ground) terminal.

- Disconnect the Printer from the power source prior to performing any maintenance.

- Prevent water or any other liquids from running onto electrical components or circuits, or through openings in the enclosure.

Electrostatic Discharge

Refer to the beginning of Chapter 4 of this manual, for precautions you should take to prevent damage to the Printer circuits from electrostatic discharge.

Safety Symbols

General definitions of safety symbols are given immediately after the table of contents.

WARNING

The Warning symbol calls attention to a procedure, practice, or the like, which, if not correctly performed or adhered to, could result in personal injury. Do not proceed beyond a Warning symbol until the indicated conditions are fully understood and met.

CAUTION

The Caution symbol calls attention to an operating procedure, practice, or the like, which, if not correctly performed or adhered to, could result in damage to or destruction of part or all of the product. Do not proceed beyond a Caution symbol until the indicated conditions are fully understood and met.

Content Management Department,
Barcelona Division,
Hewlett-Packard Espanola, S.A.
Avda. Graells, 501
08190 Sant Cugat del Valles
Spain

Service Manual

HP Designjet 4500/4520 Printer series

Using this Manual

Purpose

This Service Manual contains information necessary to test, calibrate and service:

- HP Designjet 4500 printer (Model Q1271A)
- HP Designjet 4500ps printer (Model Q1272A)
- HP Designjet 4500 mfp (Model Q1276A)
- HP Designjet 4520 printer (Model CM767A)
- HP Designjet 4520ps printer (Model CM768A)
- HP Designjet 4520 mfp (Model CM769A)

For information about using these printers, refer to the corresponding User and Quick Reference Guides.

Readership

The procedures described in this Service Manual are to be performed by HP Certified service personnel only.

Part Numbers

Part Numbers for Printer options, accessories and service parts are located in Chapter 7.

Conventions

A small arrow ⇒ is used to indicate other parts of the Service Manual where you can find information related to the topic you are consulting.

In some sections of this Service Manual you may see images which include parts of the HP Designjet 4000 Printer series; these areas of the image can be ignored.

Table of Contents

Troubleshooting 1-1

System Error Codes 2-1

Ink Supplies Troubleshooting 3-1

Diagnostic Tests and Utilities 4-1

Service Calibrations 5-1

Print Quality 6-1

Parts and Diagrams 7-1

Removal and Installation 8-1

Preventive Maintenance 9-1